



Rite Care Enrollment for Children with Special Health Care Needs

Frequently Asked Questions

Q: How do I make sure Neighborhood Health Plan of Rhode Island (NHPRI) has the providers (primary care doctors, specialists, durable medical equipment, etc.) that my child needs?

A: NHPRI has a large network of providers to serve children with special health care needs. Please:
(1) Call your child's doctor and/or other specialists that your child currently receives services from and ask if they accept NHPRI or
(2) Call us at 1-800-746-6001.

Q: How will the enrollment process work?

A: Within the first few weeks of enrollment, NHPRI will contact you to discuss your child's current treatment plan and other needs. The health plan will also send you an ID card for your child and information on covered benefits.

Q: What are IN-PLAN benefits?

A: These are benefits and services that are covered by NHPRI. Examples include: doctor's office visits, prescription drugs, lab and other diagnostic tests, hospital care, etc. After you enroll in NHPRI, you will receive information and a complete list of covered benefits from your health plan.

Q: What are OUT-OF-PLAN benefits?

A: These are benefits and services that are covered through the Medical Assistance program. Examples include: Home Based Therapeutic Services, CEDARR Family Center services, Lead Center services, and dental services. Both IN-PLAN and OUT-OF-PLAN services are available to Rite Care members.

Q: Will my child get any additional benefits by enrolling in Rite Care?

A: Yes. NHPRI's care management staff will help you coordinate services between your child's doctors and specialists.

Q: If I switch my child to NHPRI, when will services through NHPRI start?

A: Your child will receive a NHPRI identification card. That card will give the start date. Use your child's Medical Assistance card for all health services until that

start date. After the start date, bring the Medical Assistance card to appointments. The Medical Assistance card will still need to be used for certain services not provided by NHPRI. NHPRI will send you a member handbook that says what services are covered by NHPRI and what services are covered by Medical Assistance.

Q: If I choose NHPRI for my child now, can I change my mind later?

A: Yes. You can change your mind and go back to Medical Assistance (fee-for-service) at any time.

Q: What if I get commercial health insurance coverage through my employer for my family, including my child with special health care needs?

A: If you get commercial health insurance coverage for your family including your child with special health care needs, please call us at 1-800-746-6001.

Q: If I have more questions before I choose either NHPRI (Rite Care) or Medical Assistance (fee-for-service) for my child, who should I call?

A: Please call us at **1-800-746-6001** between 8:00 am and 5:00 pm, Monday through Friday. We would be glad to help you.